



2026 City of West Monroe

Language Access Plan for Persons with Limited English Proficiency

I. Introduction

Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000(d) and Executive Order 13166 require that recipients of federal funds take responsible steps to ensure meaningful access by persons with Limited English Proficiency (LEP). The City of West Monroe is a recipient of federal Community Development Block Grant (CDBG) funds for the Make a Difference Grant, thus obligated to reduce language barriers that can preclude meaningful access by LEP persons to available programs. The City of West Monroe (the city) has prepared this Language Access Plan (LAP), which defines the actions to be taken to ensure meaningful access to agency services, programs, and activities on the part of persons who have limited English proficiency. In preparing this LAP, the city conducted a four-factor analysis, considering (1) the number or proportion of LEP persons eligible to be served or likely to be encountered by the city or its federally funded programs, (2) frequency with which LEP persons come into contact with the city's programs, (3) nature and importance of the program, activity, or service to people's lives, and (4) resources available and costs. The city will review and update, on an annual basis, this LAP to ensure continued responsiveness to community needs.

II. Description of Covered Programs

The City of West Monroe is a recipient of Louisiana Community Development Block Grant (LCDBG) funds from the Louisiana Office of Community Development-Local Government Assistance (LOCD-LGA) to administer housing programs with funding awarded through LOCD-LGA's Make a Difference (MAD) program.

The LCDBG program is federally funded through the U.S. Department of Housing and Urban Development (HUD) which provides grants to units of local government in non-entitlement areas for the development of viable communities by providing a suitable living environment and expanding economic opportunities, principally for persons of low and moderate income. Grants are made to these local governments for primary needs such as housing and economic development activities.

The city is utilizing MAD funds to design and implement the Homeowner Rehabilitation and Homebuyer Assistance programs to support community investment and improve housing opportunities for eligible residents.



III. Four-Factor Analysis

The following four-factor analysis will serve as the guide for determining which, if any, language assistance measures the city will undertake to provide access to the covered programs for LEP persons.

Factor 1: Number and Proportion of Persons with Limited English Proficiency

Per the 2024 American Community Survey 5-year estimate, the city’s population is 12,107. Approximately 92% of residents speak only English, 7% speak Spanish and 1% speak other languages, including Indo-European and Asian and Pacific Island languages.

The table below illustrates the percentages of Limited English Proficiency for the languages mentioned above.

Primary Language Spoken	Number who Speak Language	Percentage who Speak Language	Number who Speak English Less than “Very Well”	Percentage who Speak English Less than “Very Well”
Spanish	826	7%	313	3%
Other Indo-European	46	0%	0	0%
Asian & Pacific Island	76	1%	28	1%

Source: Table S1601: Language Spoken at Home; ACS; 2024 5-year estimate

Factor 2: Frequency of Contact with Persons with Limited English Proficiency

The city staff report there is currently infrequent contact with persons with LEP. There are two (2) primary locations where persons with LEP are engaged with for official city activities:

1. **City Hall:** Persons with LEP most commonly interact with the Utility Service Desk at City Hall to pay bills and inquire about services. The most common language request is Spanish and a Spanish speaking staff member in City Hall connects with Spanish speakers for interpretation as needed. Staff report assisting Spanish speaking residents about once per month.
2. **The West Monroe Community Center:** The community center offers an English as Second Language (ESL) class in partnership with the Louisiana Delta Community



College. Encounters with persons with LEP are most often related to participation in the ESL class.

The city has not yet encountered persons with LEP in connection with the Make a Difference housing programs.

Factor 3: Nature and Importance of the Program

The MAD housing programs engage directly with residents and offer assistance to address home rehabilitation needs or downpayment assistance. It is realistic to expect that the program may serve participants with LEP, and it will be important to provide verbal communication through interpretation and translated written materials in the language the participant speaks proficiently.

Factor 4: Resources Available and Costs

To effectively communicate with participants with LEP in the MAD-funded housing programs, the city will use electronic translation software, phone-based interpretation services for communication needs and translate program materials, including legal documents, upon request. The city will outline the process to request translated documents on the [Housing Programs](#) website. Costs incurred for language access services will be paid by the city.

- Electronic translation software, like Google Translate, can be used for immediate needs and without additional cost.
- Phone-based interpretation services can be used on demand. The city can establish a need-based service contract with a language service to pay by the minute for interpretation, as needed.
- Translation services of written documents can be contracted, as needed.

IV. Actions to be Taken by the City

Following a review of the four factors identified above, the city will take the following actions:

- A. The city has appointed the following Language Access Coordinator to serve the MAD Grant housing programs:
Trey Salinas, Finance Department, 2305 N. 7th Street, West Monroe, LA, 71291, (318) 396-2600.



- B. The Language Access Plan will be distributed to all housing program staff and posted on the housing programs webpage.
- C. All City Hall receptionists and the Language Access Coordinator will maintain and be trained to use an [I Speak Language Identification Document](#) for use during encounters with persons with LEP. After the appropriate language has been identified, the receptionist will contact the Language Access Coordinator for further instructions. If the need for access services is identified either by phone or email, staff shall immediately contact their Language Access Coordinator who will take appropriate action to ensure meaningful communication.
- D. The Language Access Coordinator will review and update the Language Access Plan annually to ensure continued responsiveness to community needs.

V. Complaints Process

The city reviews all comments or complaints received by residents via email, phone, mail or in-person. Complaints concerning city compliance with this LAP will be referred to the city's Language Access Coordinator, and a written response will be provided within 15 working days upon receipt of the complaint. Record of the complaint and the response will be maintained by the city. Complaints concerning the general provision of language assistance may be submitted via email to mayorsoffice@westmonroe.la.gov or by mail to 2305 N. 7th Street West Monroe, LA 71291.

Alternatively, complaints can be filed directly with the Fair Housing and Equal Opportunity (FHEO) Region 6 Office at the following address:

Fort Worth Regional Office of FHEO
U.S. Department of Housing and Urban Development
307 W. 7th Street, Suite 1000 Fort Worth, TX 76102